

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

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Agency Profile & Strategic Direction

Agency Mission Statement:

Longwood University is an institution of higher learning dedicated to the development of citizen Leaders who are prepared to make positive contributions to the common good of society. Building upon its strong foundation in the liberal arts and sciences, the University provides an environment in which exceptional teaching fosters student learning, scholarship, and achievement. As the only four-year public institution in south central Virginia, Longwood University serves as a catalyst for regional prosperity and advancement.

Agency IT Vision Statement:

Several initiatives in the 2004-2006 biennium will have a direct, critical impact on instruction. These include the annual computer refresh program, which guarantees current technology on every faculty and staff member desk on a three-year cycle. Working in tandem with this refresh program is a faculty staff development program, the Instructional Technology Teaching and Learning program (ITTL). This initiative guarantees appropriate and continuing technology and training for faculty and staff at the Institution. The ITTL program also provides current computer and projection technology in the University classrooms. The implementation of a wireless umbrella in the Fall 2003 semester will move the learning experience from one that is classroom-based, to an experience that can occur anywhere on the Farmville campus. Wireless implementation will continue in the 2004-06 biennium in new construction in the Ruffners, the Science building, Jarman, and the Bedford-Wygal connector.

The University will also upgrade its one remaining ATM distance education classrooms in the College of Business and Economics to the newer H.323 protocol. This will allow the Institution to continue offering programs to the Southern Virginia Higher Education Center in South Boston. Longwood will also continue to upgrade its network. The University will replace its aging network equipment on the Farmville campus starting the 2003-04 academic year and will continue this in the 2004-06 biennium. This initiative will include upgrading wiring in buildings with cat 3 to cat 5e. This will be critical as the faculty begin streaming video and audio content as a part of instruction.

Improvements on the administrative system during the 2004-2006 biennium will greatly improve and streamline University business practices. The vendor is no longer enhancing the current administrative system, SCT Plus. The current system has no Human resources module. The migration to another administrative system, such as Banner, will greatly enhance how the Institution does business, and will better assist the Institution in tracking expenditures.

The University learned a critical lesson with the fire of April 24, 2001. During that event, 4 academic buildings were destroyed. One in particular, Grainger Hall showed the importance of a centralized storage server for faculty/staff electronic data. The fire destroyed critical computers and systems and resulted in loss of important University information and research. A centralized storage server that is backed up every day with backup media stored off site will prevent such a loss in the future.

The University's PBX was installed in 1989 and is no longer supported by the manufacturer. The system is operating on software release 19. The manufacturer has released software version 26. The current system will not support this release and the current release operating the system is at end of life and support.

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Total Employees: 627

Total IT Employees: 40

Project Selection Criteria: Project planning and budgeting begins with polling department-based IT staff, The Academic Committee on Technology, and University management about projects that should be considered for the coming fiscal year. Feedback from these constituents helps to assure that projects under discussion address the wide variety of user needs and are the best possible technical solutions. At the same time, Information Technology begins institution-wide planning, with special focus on staffing needs for pending projects.

Business Case Development: All projects involve research and the creation of a project plan which spells out the Goals, objectives and rationale for each project. Major projects also are coordinated with the University divisions affected by the project as well as the President's Executive Management Team. A project team (representing all areas of the University affected by the project) coordinate the research, planning, and implementation phases.

Risk Assessment Methodologies: When decisions that fall beyond the normal purview of cross-divisional projects teams are required, VP and CIO Richard W. Bratcher consults with the Assistant VP of IT and his management team. To assure good communication with and accountability to IT's constituents, Mr. Bratcher and the IT managers make regular presentations about proposed and ongoing projects to the several IT advisory groups and to Longwood administrators. Advisory groups include committees the Academic Committee on technology, Student Affairs, the Deans' Council, the Academic Affairs Committee, and the President's Executive Management Team.

Prioritization Schema: Prioritization is done in a variety of ways. All requests for new systems and software applications are submitted to the Prioritization Committee of Software Support Services for prioritization. All mission critical projects must be approved by the CIO, often upon consultation with the President's Executive Management Team.

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Core Business Activities:

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Instruction	Efforts to provide higher education instruction and related departmental research.
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Public Services	Efforts to provide services beneficial to individuals and groups external to the institution.
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Academic Support	Efforts to provide higher education support services that directly support the institution's primary function of instruction, research, and public service.
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Student Financial Assistance	Efforts to provide financial assistance to higher education students.
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Financial Assistance for Educational and General Services	Efforts to provide resources for educational and general services through supplementing other activities within the system.
MANUFACTURING AND MERCANTILE SERVICES	Efforts to manage and operate production and commodity activities.	Higher Education Auxiliary Enterprises	Efforts to provide essentially self-supporting goods or services to students, faculty, and staff.

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Key Customers Associated With Each Core Business Activity :

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Instruction	Efforts to provide higher education instruction and related departmental research.
Key Customers			
Citizens desiring Post secondary education			
Staff			
Students			
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Public Services	Efforts to provide services beneficial to individuals and groups external to the institution.
Key Customers			
Alumni			
Citizens desiring public Higher Education Service			
Faculty			
Local Government officials			
Students			
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Academic Support	Efforts to provide higher education support services that directly support the institution's primary function of instruction, research, and public service.
Key Customers			
Faculty			
Staff			
Students			

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

HIGHER EDUCATION Key Customers Students	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Student Financial Assistance	Efforts to provide financial assistance to higher education students.
HIGHER EDUCATION Key Customers Faculty Students	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Financial Assistance for Educational and General Services	Efforts to provide resources for educational and general services through supplementing other activities within the system.
MANUFACTURING AND MERCANTILE SERVICES Key Customers Faculty Staff Students	Efforts to manage and operate production and commodity activities.	Higher Education Auxiliary Enterprises	Efforts to provide essentially self-supporting goods or services to students, faculty, and staff.

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Key Activities and Associated Outcomes:

<u>Key Activity</u>	<u>Associated Outcome</u>
All academic programs will require specific competencies and will assess progress towards achieving those competencies.	Use electronic portfolios as a means of documentation of student progress.
Disability support will provide individualized accommodations and services for students with appropriate documentation.	Research assistive technology for at-risk students.
General Education	Emphasize importance of general education as a four year process. Ensure that all students pass normed technology competency tests.
Human Resources will provide a comprehensive faculty/staff development program that addresses individual needs for skill acquisition and renewal	Working with Information technology, Human resources will coordinate an innovative, on-line technology training program for faculty and staff.
Longwood recognizes that scholarship advances theoretical and practical knowledge in disciplines, as well as providing substance for teaching excellence. To that end, Longwood will undertake appropriate support activities.	All forms of scholarship will be encouraged. Faculty will be eligible for exceptional merit salary increases that recognize scholarship. Sabbaticals will be supported for work that is directly related to the Mission and Vision of the Institution. Consistently increase financial support
Longwood recognizes the critical need to utilize the time, talent, and financial resources of many individuals and organizations and to clearly focus its mission to achieve the Mission and the Vision of the Institution.	
Longwood will provide economic development assistance for the region.	Provide technology support for the Southern Virginia Higher Education Center in South Boston.
Longwood will provide the equipment; faculty, staff, and student training; software; and technical support needed to integrate information technologies throughout the Longwood community.	Longwood will continue expansion of its wireless umbrella during the biennium.

Agency IT Strategic Plan

Secretariat: Education

Agency: Longwood University

Agency Code: 214

<p>Longwood will provide the equipment; faculty, staff, and student training; software; and technical support needed to integrate information technologies throughout the Longwood community.</p> <p>Longwood will work with k-12 school divisions in the southside region as they adopt emerging technologies in the curriculum.</p> <p>New program development</p> <p>Student and Academic Affairs will collaborate in making available an environment for student life outside of the classroom that supports the premises and serves the objectives of the learning community.</p>	<p>Longwood will research, purchase, install, and implement a new ERP portal.</p> <p>Identify key new instructional technologies and their applicability through the work of the Longwood University Institute for Teaching Through Innovative Practices.</p> <p>Develop a BA in Technology</p> <p>Develop an MBA program.</p> <p>Longwood will assess: sound operational practices; resources necessary to provide a superior level of customer service; and creation and maintenance of living environments that meet residents' expectations for security, building systems, aesthetic conditions, and amenities.</p>
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Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Science Building	01/15/2005	12/15/2005	\$657,539

Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Ruffners Technology	07/01/2004	07/01/2005	\$635,401
Replace Private Branch eXchange (PBX)	07/01/2004	12/15/2004	\$700,000
Replace end-of-life network equipment	07/01/2004	06/30/2006	\$300,000
Purchase and Install Enterprise Resource Program (ERP)	07/01/2004	06/30/2006	\$3,800,000
Centralized Storage Server	07/01/2004	12/20/2004	\$425,000

Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

There are no major projects in the active projects category.

Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

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Higher Education Administrative Systems

The Virginia Higher Education SCT User Group should explore the collaboration opportunities for those projects which implement new or upgraded SCT Banner higher education administrative systems. The SCT Master Agreement exists to achieve cost savings. Some examples of collaboration opportunities that can produce cost savings are sharing resources, jointly developing interfaces, and state reporting.

Purchase and Install Enterprise Resource Program (ERP)

Infrastructure Security

Projects associated with securing technology infrastructure are to work with the VITA Security Division.

Replace end-of-life network equipment

Voice Over IP/Telecommunications

Work with the VITA Telecommunications and Network Services staff to evaluate options, to use VITA contracting vehicles, and to obtain VITA telecommunications expertise. Consolidate procurements where possible.

Replace Private Branch eXchange (PBX)

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Non-major IT Projects

Approved for Planning— The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the CIO. Projects "Approved for Planning" must be formally approved for development by the CIO prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Classroom Technology	07/01/2004	06/30/2006	\$125,000.00
Faculty/staff PC refresh	07/01/2004	06/30/2006	\$275,000.00
Internet Redundant Connection	07/01/2004	08/01/2004	\$100,000.00

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 214

Agency: Longwood University

Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved non-major procurements.

Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.